

SCHOOL AGE PROGRAMS BEFORE & AFTER CARE PARENT HANDBOOK



HAMPTON VA
HEALTHY FAMILIES

100 Old Hampton Lane, VA 23669 • (757) 727-1300 Option 4



Welcome to School Age Programs

Our program offers affordable Before School Programs (at designated schools) and After School Programs throughout the school year. We provide a supervised environment where children are exposed to skills which promote self-esteem, self-reliance and responsibility through educational, physical, and socially oriented activities that are safe and fun. The activities include homework assistance/tutoring, educational activities, arts and crafts, indoor/outdoor sports, enrichments, seasonal projects, and snack time.

All programs are designed to meet recreational, social and enrichment needs of pre-kindergarten through 8th grade students who are currently attending the City of Hampton's Elementary and Middle schools.

This Parent Handbook includes our program policies, enrollment procedures and information. Please feel free to contact us if you have any questions or concerns.

MISSION: School Age Programs strives to promote the social, physical, educational and emotional growth of all children in a safe, caring, structured environment.

GOAL: The goal of the program is to offer an inclusive program with a variety of options for parents of Elementary and Middle school students to participate in a structured environment that nurtures all aspects of the development of children.

PROGRAM DAYS AND TIME: Programs operate 5 days per week, Monday through Friday. Before School Programs start at 6:30 am and operate until school starts (times vary). After School Programs start at school dismissal. All programs end promptly at 6:00 PM.

LATE PICK-UP FEES

All After School Programs close promptly at 6:00 p.m. daily. Late pick up fees are \$1.00 per minute. The program site clock is used to verify time. You will be expected to pay your late pick-up fee when you pick up your child or on the following day. For families with children at multiple program sites this fee is assessed for each location.

If you or your emergency contact cannot be reached and the program site has not heard from you or anyone on the emergency pick-up list by 6:30 PM, we reserve the right to call Child Protective Services. It is the parents' responsibility to ensure emergency contacts have good working telephone numbers. Multiple late pick-ups are unacceptable and may jeopardize your child's participation in the program.

EQUAL ACCESS:

No eligible participant shall, on the basis of race, sex, creed, national origin or disability be denied equal access to programs, activities, services or benefits or be limited in the exercise of any right, privilege, advantage or opportunity.

UNDERSTANDING AND AGREEMENT

By enrolling your child in the City of Hampton School Age Program, it is assumed that you will read and agree to the policies listed in this handbook. There is a minimum enrollment of 15 students per Before School Program site and 20 per After School Program site. Any program not meeting the required enrollment within the first 4 weeks of school will be closed. Parents will be notified within 2 weeks of any pending closures.

If you have a question, concern or suggestion, please leave a note, talk to the staff or contact the School Age Program office at (757) 727-1300 (option 4).

In order to provide educational and fun enrichments to your child, you may be asked from time to time to take a survey that will help us to improve the program quality.
Thank you in advance for your cooperation!

STAFFING

We have a minimum of one Program Leader and one Program Aide at each site. The current mandatory ratio is 20/1. This ratio may change based on student enrollment.

All staff is required to attend mandatory trainings in various aspects of program planning related to the program environment. Criminal Background and Child Protective Service checks have been completed on all staff and follow the ethical conduct of Before and After School Professionals as outlined by the National Afterschool Association. All staff members are required to have CPR, First Aid training and TB screening. If you have any questions or concerns that on-site staff cannot assist you with, please contact the School Age Program office at (757) 727-1300 (option 4).

ENROLLMENT

Full-Time Enrollment is on a “first come first serve” basis. Once registration begins, registration forms are open continuously until all program slots are filled. The maximum enrollment for each site varies depending on site location. Upon initial enrollment you must pay the registration fee plus a minimum of 1 week of program service.

Part-Time enrollment is designed for children who do not regularly attend the Before or After School Program. Upon initial enrollment you must pay the registration fee plus a minimum of one 5-day pass. Parents/Guardians may pay for additional 5-day passes on the same day the service is needed.

CURRENT PROGRAM LOCATIONS

BEFORE SCHOOL & AFTER SCHOOL

ELEMENTARY SCHOOLS		K-8 SCHOOLS		MIDDLE SCHOOLS*	
Aberdeen	757-825-4406	Andrews	757-727-1163	Eaton	757-896-4570
Armstrong	757-727-2174	Phenix	757-224-9509	Jones	757-864-0866
Asbury	757-850-5176				
Barron	757-848-2351				
Booker	757-850-7150				
Bassette	757-727-4862				
Bryan	757-727-1737				
Booker	757-850-7150				
Burbank	757-896-8392				
Cary	757-850-5641				
Cooper	757-825-4775				
Forrest	757-896-8393				
Kraft	757-825-4859				
Langley	757-850-5165				
Machen	757-766-5298				
Moton	757-727-1235				
Phillips	757-850-5087				
Smith	757-848-2292				
Spratley	757-850-5032				
Tucker Capps	757-825-4505				
Tyler	757-723-6221				

*Additional Middle School Program location availability will be determined by school request and minimum enrollment numbers being met (15 AM and 20 PM).

Before School Programs begin at 6:30 AM until school starts

After School Programs begin at school dismissal until 6:00 PM

**Students can only be registered for the Before or After School Program at the school they attend.
All Programs end at 6:00 PM.*

SPECIAL NEEDS, INDIVIDUALIZED EDUCATION PROGRAM and 504 PLAN DISCLOSURES

It is the intent of School Age Programs to plan an environment that will facilitate the success of each and every child in our program. It is the responsibility of the parent/guardian to provide accurate assessment information to ensure that the staff is aware and equipped to manage situations that require special attention. Your disclosures of conditions that require special attention or accommodations are confidential and do not necessarily exclude your child from participation in the program.

In the best interest of your child and to increase the ability of our staff to meet the needs of your child all pertinent information should be submitted with your child's registration form.

If your child has special needs, you must acknowledge if they receive an Individualized Education Plan (IEP) or 504 Plan from school prior to registration. An assessment to determine whether we have the staff and accommodations needed to serve your child must be done prior to enrollment.

Failure to disclose such information places our staff members at a disadvantage and limits our ability to best serve the needs of your child. If your child is admitted to our program and IEP's, 504 Plans or special needs have not been disclosed and the child begins to experience difficulties in the program they will be disciplined in accordance with the same guidelines used with all children in our program. Under these circumstances this means that your child may be subject to immediate suspensions or dismissal from our program for inappropriate behavior. Special consideration or accommodations **will not** be made for disclosures given at the time of suspension and should not be expected.

Falsifying or failing to report special needs may result in your child being removed from the program. No registration refunds will be given.

Our program is not equipped for children with chronic or severe medical conditions that require special medical treatments, procedures or attention. Because of liability issues enrollment will be decided on a case by case basis.

PROGRAM FEES

There is a **Non-Refundable Registration Fee of \$20.00** per child per school year. Children who attend the Before and After School Program only pay one registration fee that covers the morning and afternoon programs.

Before school payments are \$20.00 per week and \$17 for each additional child in the same program. After school payments are \$45.00 per week and \$40.00 for each additional child in the same program. 5-day Passes are \$25.00 per week for before school and \$50.00 a week for after school. There are no discounts for 5-day Passes. 5-day Passes may be used any day during the school year. 5-day Passes expire on the last day of school. There are ***no refunds for unused days on 5-day Passes***. It is the parent's responsibility to track the number of days used.

Payments are due every week on the Friday prior to the upcoming week of service. Payments made after Friday will incur a \$10.00 late fee. If payment is not received on Friday do not send your child on Monday without payment plus the late fee. Your child will not be permitted to enter the program until payment is received.

PAYMENT TYPES

- Checks or Money Orders Only!
 - Can be made at the program site that your child/children attends during regular site times
 - Made payable to “City of Hampton”
 - Include child/children’s name and school name
- Credit Cards
 - Must be made at the Administrative Office, located at:
100 Old Hampton Lane
Hampton, VA 23669



Before and after school programs operate according to the schedule of Hampton City Schools this includes early release / early close, holidays and inclement weather days. When schools are closed our program is closed.

On early release days our service day is extended at no extra charge to you. We do not pro-rate shortened weeks due to inclement weather or shortened holiday weeks.

RETURNED CHECKS

RETURN CHECK POLICY

If you have a returned check you must pay a return check fee plus the balance owed to the City of Hampton **Treasurer’s Office** located at **1 Franklin Street, Hampton, Virginia 23669**. Please expect a notification in the mail from the **Treasurer’s Office** regarding your returned check and the actions you must take. You may contact the **Treasurer’s Office** at **757-727-6374**.



If you have a returned check notification from the Treasurer’s office all future transactions with School Age Programs are required to be paid by money order or credit card only. ***Site leaders cannot accept replacement payments for returned checks; replacement funds must be submitted to the Treasurer’s Office.***

WITHDRAWALS AND REFUNDS

Withdrawals from the program will only be given for unused advance payments or untouched weeks (child did not attend any day for any length of time during a paid for week). Refunds made for advance payments must be requested in writing within 30 days from departure of program. After 30 days all fees will be forfeited.

Please include the last date of attendance and confirm with the site Leader that advance payments have been recorded. You may also call the office @ 727-1300 (option 4) to check on the status of your account.

There will be **NO** refund for:

- Registration fees
- 5 Day Passes
- Missed days due to inclement weather
- Missed days due to personal illness
- Suspensions from school or the program

TAX INFORMATION



The City of Hampton’s Tax ID number is **54-6001336**. Please keep your receipts for your records.

PROGRAM POLICIES

SIGN-IN/OUT PROCEDURES

You are required to sign your child in when they attend Before School Program and sign them out during pick up at After School Program. Site staff records attendance daily. Your failure to sign your child in or out does not nullify their attendance.

RELEASE POLICY

Children will only be released to individuals listed on the emergency contact. Please notify staff with written authorization in advance if you know someone not on the list will pick up your child. A pictured identification is required for all persons picking up and signing participants out of the program. You will be contacted if anyone not on your pick-up list comes to pick up your child. Your child will not be released to them until we are able to contact you.

CONTACT INFORMATION

It is required that all participants have a parent/guardian contact number and **a minimum of one local emergency contact person listed** on the registration form. This information is vitally important in the event of participant sudden illness, emergency situation at the program site or during inclement weather conditions that require school buildings to shut down early.

In the event of an emergency and your contact numbers are found invalid, disconnected or out of service you will be required to supply a new contact number when your child returns to the program. It is your responsibility to notify persons that you have designated them on your emergency contact list and to update the information at the program site if there are telephone number changes.

PROGRAM OFFERINGS

Snack	Homework Assistance/Tutoring	Outdoor Recreation	Spelling Games	Celebrations
Arts	Dance	Community Service	Language Enrichments	Science
Boy/Girl Scouts	Physical Fitness	Relays	Crafts	Board Games

We understand that homework is important and we are happy to partner with you by getting your child started on assigned tasks. Our staff is expected to assist with homework by monitoring progress to keep students focused on assignments, explain questions as it is appropriate and check for errors as time permits. Staff does not engage in instructing or teaching skills or supplying students with answers. Tutoring is not available at all program sites and is dependent upon recruitment of volunteers. Homework time is scheduled to last 45 minutes. Since time allotted does not permit the completion of all assignments we recommend that parents do a final check of homework for accuracy and completion. If it is your desire that your child complete homework each day before engaging in other activities, please make sure your child understands your expectations so that your child can make the best use of time allotted.

When homework time ends each student is expected to engage in recreation, enrichments and other planned activities. We do not leave staff inside just so students can do homework. We are interested in the academic success of your child but please remember our programs are designed to offer a balanced schedule of activities that includes homework but also other activities to enrich the experience of all children in our program.

DISCIPLINE

We use a progressive steps approach to discipline in an attempt to redirect negative behavior:

Step 1 Verbal warning which may include time-outs for no longer than 5 minutes each.

Step 2 Written documentation and parental consultation.

Step 3 Three or more write ups will result in a suspension or dismissal from the program.

Suspensions may occur at any step based on the severity of the offense

You will be notified of any behavioral issues the day of occurrence. Parents/Guardians are expected to sign off on discipline notifications to acknowledge awareness that a write up has occurred. ***Refusal to sign discipline notes is documented by staff but does not nullify the disciplinary notification.*** Any child who is unable to respond positively to the program will be dismissed. You will be contacted to immediately pick up your child if they are out of control.

SUSPENSIONS

Suspensions are intended to help your child understand there are consequences for unacceptable behavior and to curb the offending actions. If your child is suspended, you must meet with a program coordinator to discuss behavioral expectations with you and your child before returning to the program. Our goal is to keep your child in the program; however, repeated suspensions for your child's inability to control behavior may result in dismissal from the program.

UNACCEPTABLE BEHAVIORS

- Horseplay, fighting or rough/inappropriate behavior of any kind.
- Use of profanity, obscene gestures, or other inappropriate language.
- Throwing or flicking rocks, sand, school supplies, game pieces etc. at other participants or staff.
- Inappropriate touching, indecent exposure or immoral conduct.
- Hazing, threatening, bullying, or intimidating behavior or language toward another person.
- Possession or use of weapons. We are guests in the Hampton City School buildings and mirror their policy on these items.
- Stealing items from the equipment box/storage unit, staff or another participants backpack (personal belongings).
- Spitting, hitting, fighting, pushing or kicking other participants or staff.
- Deliberate destruction or damaging of program or school property.
- Disregard of program rules and failure to listen or follow instructions of staff.

Please Note: This is not intended to be an exhaustive list of unacceptable behaviors. School Age Programs reserves the right to suspend or dismiss a child immediately from the program based upon the severity of the behavior issue. No refunds are given for suspensions.

PARENT AND GUARDIAN INVOLVEMENT

Our main focus is the well-being of the children. We believe in a strong partnership between parents and lead site staff. You may request a conference with the Program Leader at any time to discuss your child or the program. Conferences should be scheduled in advance at a time and place that is convenient, appropriate and does not interfere with our regular program schedule.



When communicating opinions to program staff you are expected to do so in a cordial respectful manner in a private environment.

Parents or other adults do not have the right to physically or verbally confront any child in the program for any reason. Problems or issues with a child participating in the program should be addressed with the Program Coordinator.

DRESS CODE

Children are expected to maintain good grooming habits and wear appropriate clothing. The following clothing is NOT acceptable:

Children should come to the program appropriately dressed for outdoor activity.

- Because of staffing limitations we are unable to keep individual children inside during outdoor activities. Therefore, it is important to send appropriate clothing for outdoor play. We will not take participants outside in extreme weather conditions.



HEALTH

When your child is not feeling well, you will be contacted immediately. Children are expected to be picked up within 30 minutes of the call. If the parent is unavailable, the emergency contact will be called. Your child must be fever-free for 24 hours before returning to the program.

When your child is absent because of an illness **in the case of a confirmed contagious disease, please notify staff immediately.** All parents at that site will be informed of any possible risk of infection as soon as possible. Your cooperation is appreciated.



If your child has a health condition that requires any type of apparatus or medication that you to supply to the nurse during the school day please also provide it to the program as appropriate. This is especially important in the case of severe allergies or conditions that require ***Epi-pens, Asthma inhalers and Diabetes Insulin.***

School nurses leave before our program ends and in the event of an emergency we do not have access to medications kept in the nurse's office. Please fill out the 'Authorization for the Release of Medication' form.

Personal Hygiene: The significant social component of School Age Programs, services and activities warrants the necessity of individuals being able to care for their own hygiene needs and conditions in order to participate.

Toileting: Individuals must be able to use restroom facilities with minimal assistance from staff (i.e. verbal cues and reminders); independently get on and off the toilet; and dress themselves with minimal assistance from staff (i.e. with buttons, zippers, and snaps).

MEDICATION

In order for our staff to give medication to your child you must provide complete written instructions and complete an '***AUTHORIZATION FOR THE RELEASE OF MEDICATION***' form for any prescription drugs that your child must take. All prescription drugs must be unopened in the original prescription container, must have label with child's name dosage information and duration of medication. No over the counter medications can be dispensed by staff. Please do not ask staff to dispense Tylenol, Aspirin, cough syrups, ointments or other over the counter medications. **No refrigeration is available for medications.**

****Please insure authorizations are on file for the use of inhalers, Epi-pens, Insulin or other devices required in the event of an emergency.****

FOOD POLICY

Snacks are provided at all program sites. Children are also allowed to bring snacks from home; however sharing of snacks brought from home is not permitted due to possible food allergies. Perishables are discouraged due to their tendency to spoil during the day as no refrigeration is available.

Please make staff aware of any food or substance related allergies to ensure your child is not exposed to any treat or snack items that may cause an adverse reaction.

Please Note: For the safety of your child, Parents must disclose all food, liquid, and/or substance allergies at the time of Registration.

INCLEMENT WEATHER

At times Hampton City Schools close early during the normal school year due to inclement weather. If you are notified by Hampton City Schools that all programs are cancelled for that day this means the school building is expected to close down completely within two hours of the announcement. In such cases our program will open immediately if this occurs near dismissal time. We will remain open until all children are picked up; however, there is an expectation that you will make sure your child is picked up within the two hour time frame. To ensure the safety of your child and our staff in weather that poses a threat of road closures or power failures we request that you or your emergency contact pick up your child immediately when notified that weather conditions are deteriorating. If schools close for the entire day which will be announced on radio and TV our programs will also be closed. If school openings are delayed, we will not have Before School(morning) Programs that day. ***Refunds are not given for program cancellations due to inclement weather.***

Each family is encouraged to have an alternate plan of action in case of early program close due to bad weather or in the event of an emergency. Remember to include at least one local (757) area code number.

Parents/Guardians are responsible for updating contact information so that if conditions worsen there will be ample time to get in touch with you or your emergency contact.



TRANSPORTATION AND FIELD TRIPS

We do not provide daily transportation to or from our programs. Field trips are the only occasion that transportation will be provided. The location, day, and time will be announced on the field trip permission slip. You must complete and sign the field trip permission slip prior to the field trip day. We make every effort to follow scheduled trip departure and return times. Please allow a reasonable time for late bus returns. The same rules apply after field trips as regular pick-up days. Only authorized individuals may pick up the children. ***Please remember staff is not permitted to transport children in private vehicles for any reason.***

ELECTRONIC DEVICES POLICY

Electronic Devices (cell phones, iPads, handheld games, etc.)

Hampton School Age Programs recognizes the changes that have occurred in relation to the possession and use of electronic devices. Because students have been issued electronic devices for instructional purposes by Hampton City Schools and cell phones for the expressed purpose of maintaining safe communication with parents/guardians these devices may be used only under specific circumstances. Student failure to comply with these guidelines will be escorted to their backpack to put their device inside until the parent/guardian arrives. Devices will not be handled by School Age Program staff. If a technical problem arises with any device the student will be instructed to turn it off and put the device away until the parent arrives. **No electronic devices including telephones are allowed to be plugged into wall sockets for charging.**

Cell Phones

Cell phones must be on silent or vibrate mode during after school.

Cell phones may not be used for texting, face booking, Instagram, etc.

Cell phones should be placed in backpacks when not in use.

If students are expecting a parent/guardian to call, cell phones may be placed in a pocket, but should not be out for public display

Hampton School Age Programs will not accept responsibility for cell phones that are damaged, broken, lost or stolen and their handling, use and care of the devices are the sole responsibility of the student and parent/guardian

iPads

Students are allowed to use such devices during homework time only. After homework time students must store their devices in their backpack.

Games and websites must be appropriate for educational purposes. Any other use will be grounds for terminating use and student will be asked to put the device away

Students are discouraged from sharing passwords or allowing others to use their iPads due to the possibility of them being fought over, damaged, broken, lost or stolen.

Hampton School Age Programs will not accept responsibility for iPads that are damaged, broken, lost or stolen and their handling, use and care are the sole responsibility of the student and parent/guardian.

Other Electronic Devices & Games

Please do not allow your child to bring other electronic devices to the before or after school program.

Students with other devices will be asked to put them in their backpacks.

Leaving these devices at home is the safest way to insure the device will not be lost, stolen, damaged or broken.

Hampton School Age Programs will not accept responsibility for any electronic device or handheld games that are damaged, broken, lost or stolen and are the sole responsibility of the student and parent/guardian.

ACCIDENTS / INCIDENTS

If your child is seriously hurt or injured, we will contact you immediately

Routine and minor injuries (i.e. a scraped knee or bruised elbow) will be handled at the site and you will be notified of any minor injuries at pick up.

Please make sure you keep current contact information on file at the site. The program leader should be notified of any change in contact information for yourself or your emergency contact person. If a child is seriously injured, we will notify you and call 911. If you or your emergency contact cannot be reached, a School Age Program staff member will accompany the child in the ambulance. Your personal medical insurance policy bears primary responsibility in case of accidental injury to your child.



GENERAL PHOTOGRAPHY / VIDEO

For the purpose of advertisement or promotion of our programs, School Age Programs may use photographs of program activities (which may include your child's picture) to publish in magazines or newspapers. There will be no payment for the use of these published photographs. A release form is available at each program site if you desire to opt out of the use of any photos taken of your child.



PRIVATE CHILD CARE SERVICES



No private child care services are permitted during School Age Program hours. Any choice to employ School Age Program staff, for additional child care services, is a completely separate agreement between you and them. Such agreements must take place outside of our operating hours and may not be conducted within the program location.

LOST OR STOLEN ITEMS

It is the responsibility of the child to keep up with all their personal items. The City of Hampton will not be accountable for any personal items brought from home that are lost or stolen. Please have your child leave toys, video games, cell phones etc. at home. This will keep the object from becoming lost, stolen or broken. We will have enough activities to keep your child occupied. Cell phones are not allowed in the program. We have a telephone available at each site for emergency use.

SUSPECTED CHILD ABUSE OR NEGLECT



All of School Age Program staff are mandatory reporters and are bound by Virginia law to report if child abuse or neglect is suspected.

Parent Notification of Code of Virginia
Section 63.1-248.3 of the Code of Virginia requires any person providing full or part-time childcare for pay on a regular planned basis to report any suspected child abuse or neglect.

CUSTODY INFORMATION

The City of Hampton recognizes there are some cases in which parental custody may be shared or one parent has been granted full custody. Any disputes of parental custody must be settled outside of the program. Proof of parental custody should be presented to program staff for verification purposes.

It is imperative that you notify the leader of any changes regarding child custody issues, restraining orders, temporary injunctions, etc. Please be advised that staff will only comply with court orders regarding these issues.

